

**Statement from Kentucky Department of Insurance Commissioner Sharon P. Clark  
regarding Anthem/Norton contract dispute:**

"The Department of Insurance has received a number of inquiries from consumers, providers and the media concerning the failure of Norton and Anthem to reach a contractual agreement to provide health care services to Anthem policyholders. The inquiries we have received appear to be the result of policyholders being given incomplete or inaccurate information. While the Department does not have the authority to become involved with contractual negotiations between insurers and providers, we do have consumer protection responsibilities, and we take those very seriously.

"We want to be sure that those patients who are entitled to continuity of care under state law receive the medical services they need with as little disruption as possible. Under Kentucky law, providers and insurers must include a continuity of care clause in any contract, to be triggered upon termination of that contract. This provision would impact someone who was in an inpatient facility at the time the contract ended, someone who was undergoing an active course of treatment, or a woman in the fourth month or later of pregnancy. For these patients, insurance coverage should continue as usual. Until an event triggers the end of continuity of care (discharge or completed treatment or the end of the post-partum period), these patients can continue as they did prior to the end of the contractual agreement between Anthem and Norton without the fear of balance billing by the hospital.

"We fully expect any confusion among frontline employees of Anthem and Norton to be cleared up immediately so that accurate information can be given to the policyholders.

"As is always the case, we know there will be gray areas and questions about whether a particular case falls under continuity of care provisions. Consumers who are unable to resolve their issues with Anthem or Norton are encouraged to contact the Kentucky Department of Insurance with questions or to file a complaint. Our consumer protection investigators can be reached by calling our toll-free number at 1-800-595-6053.

"No one wants a cancer patient or an expectant mother to have the added stress of worrying about insurance coverage. That's why we encourage everyone involved to be sure these consumers receive the protections guaranteed by Kentucky law."